

A graphic with a light blue background. The word "Chapter" is written in a bold, black, sans-serif font at the top. Below it, the number "4" is written in a large, white, sans-serif font.

Using the Talkman Terminal

This chapter describes how to turn a Talkman terminal on and off, how to talk to or control the voice dialog with a Talkman terminal, and how to handle a Talkman terminal that is not collecting data.

Using the Talkman terminal is as easy as working with an assistant. The Talkman terminal asks you questions or provides instructions, and listens for your responses. From time to time, you may need to ask the Talkman terminal to repeat something, erase a response, or inform you of the possible responses to a question. To do these things, you need to learn voice and button controls.

Keeping an Idle Talkman Terminal in Its Cradle

When not being used to collect data (idle), a Talkman should always be placed into a powered Talkman cradle (see Chapter 6, "Maintaining Talkman Batteries" for information on how to place a Talkman into its cradle). The Talkman cradle allows Talkman to receive instructions from the host computer when idle.

Putting on the Talkman Belt

Fasten the Talkman belt around your waist and adjust it until it feels comfortable. The Talkman can be worn on either side. The connectors toward the back out of the way (*see Fig. 4-2*). Open the velcro tab near the belt buckle and remove the top belt from the velcro connection. Slide the top belt through the groove on the back of Talkman (*see Fig. 4-1*). Reattach the top belt to the velcro connection and close the velcro tab.

Figure 4-1 Inserting Talkman Belt

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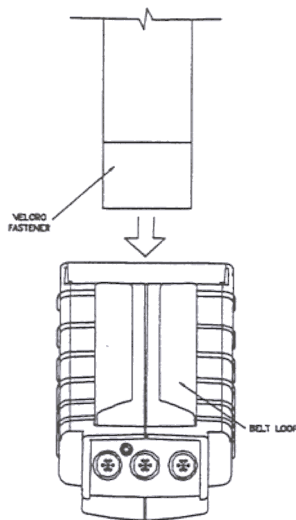
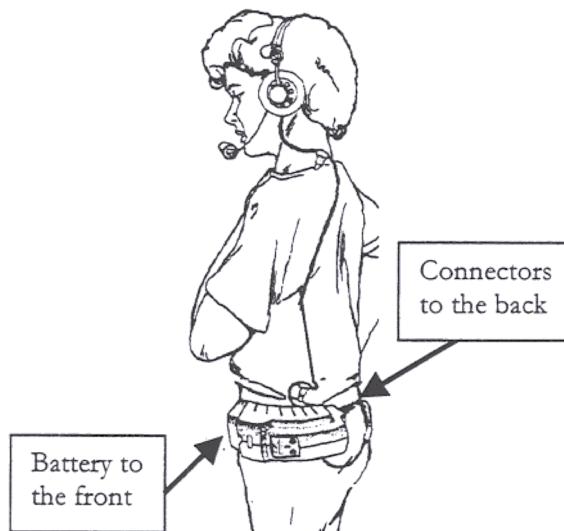


Figure 4-2 Wearing the Talkman terminal.

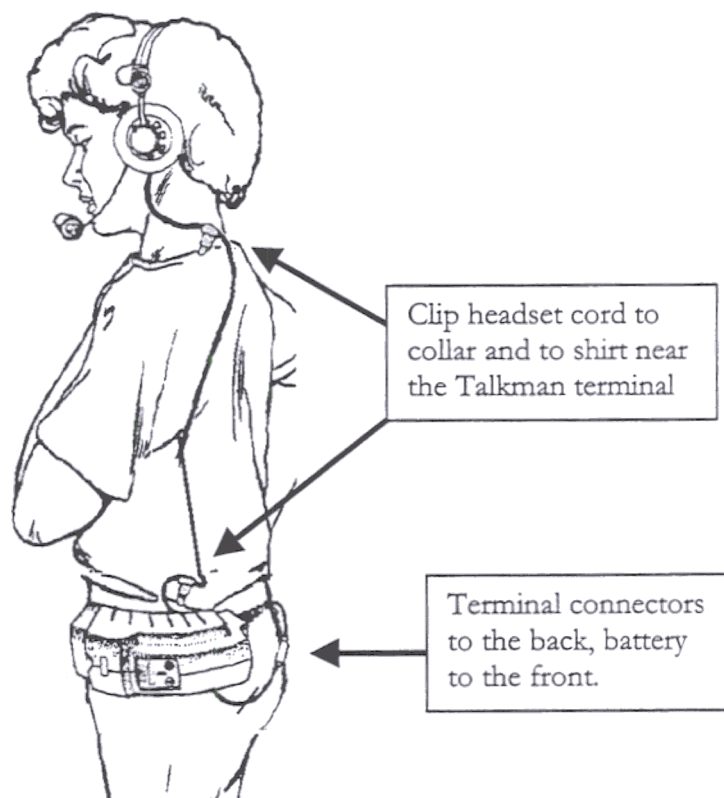


Wearing the Talkman terminal and Headset

Put the belted Talkman terminal on. The connectors should be toward the back. The battery to the front. Run the headset cord up

your back and over your shoulder. Clip the headset cord to your collar and low on your shirt (or jacket) near the Talkman terminal connectors. (See figure 4-3)

Figure 4-3 Wearing the Talkman terminal.



Turning On the Talkman Terminal

To turn on the Talkman terminal, press the yellow play/pause button. **The LED will go solid green.**

If the Talkman terminal is starting a new session, it says:

Please keep quiet for a few seconds

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The Talkman terminal then says:

```
Please say zero
           one
           two
           three
```

This is called a background noise sample. You speak each of the numbers as they are asked so that the Talkman terminal can determine how noisy the environment is, and to account for this noise when listening to you. This is the same as when you started enrollment training and will happen at the beginning of each time that you use the Talkman terminal.

After a brief pause, the Talkman terminal says:

```
Initializing terminal for operator. Please
                               wait.
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and after a brief pause, begins asking you questions or providing instructions from your site's application. Your system administrator can provide help on your site's application.

While you are in the middle of data collection, you can pause the Talkman terminal by pressing the yellow play/pause button. Talkman will remember where you left off and ask for the next word. If you pause for an extended period of time, the Talkman terminal may ask you to repeat, "zero," "one," "two," and "three" again.

Remember that the Talkman terminal is expecting you to talk to it in the same way you trained it during enrollment training. Don't yell, whisper, or over-enunciate your words. Talk in your normal, every day tone of voice.

Pausing the Talkman Terminal

To pause data collection:

- Press the yellow play/pause button or
- Say, "Talkman, Sleep."

NOTE: The LED will blink green when the Talkman terminal is paused.

Either will tell the Talkman terminal to stop speaking and listening. The only way to start the Talkman terminal after pausing it is to press the yellow play/pause button again. The Talkman terminal remembers where you were if you pause in the middle of collecting data. So if you are collecting data, and pause Talkman, when you turn it back on, it asks the current unanswered question.

Also, if you don't speak to the Talkman terminal for a while, it will turn itself off. It says, "Goodnight" and stops listening. This way if you forget to turn it off, it knows to turn itself off. The default setting for how long the Talkman will wait for an answer before automatically pausing is 60 seconds. This setting may be changed by your system administrator.

When you turn the Talkman terminal back on by pressing the yellow play/pause button, it remembers where you left off and repeats the last unanswered or partially answered question.

Warning: Do not remove the battery from a paused Talkman terminal. You will lose data that you collected. You must Stop the Talkman terminal. (*See next section.*)

Stopping the Talkman Terminal

To stop the Talkman Terminal, hold the play/pause button down until the LED turns red and then off.

When you are sure that the Talkman terminal is turned off, you can remove the battery and replace it with a fully charged battery.

Speaking to the Talkman Terminal

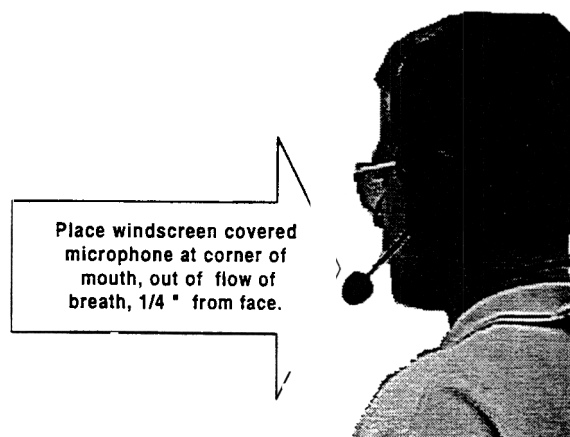
For the Talkman terminal to best understand you, speak the way you normally do. There is no correct way to say a word, so the enrollment training lets the Talkman terminal learn how you speak. The key to allowing the Talkman terminal to best understand you is to say words the same way every time.

The Talkman terminal does a background noise sample at the beginning of every data collection session when it asks you to please keep quiet for a few seconds and to repeat the words, one, two, and three. This allows it to adjust for noisy or quiet backgrounds.

Even when you are in a loud area, there is no need to yell at the Talkman terminal.

For best possible recognition, the microphone should be at the corner of your mouth, out of the flow of your breath, $\frac{1}{4}$ inch away from your face. (You should be able to run the tip of your finger over the corner of your lip and your fingernail should just brush the microphone. *(See figure 4-4.)*)

Figure 4-4 Placement of Microphone



Talk-Ahead Capability

New Talkman users often listen to the entire question before responding. As you become more comfortable using the Talkman terminal, you can interrupt it by answering while it is still talking, or even before it asks the question. When you start talking, the Talkman terminal stops.

This talk-ahead feature of the Talkman terminal allows you to answer several questions in advance without waiting to hear the entire question.

For example, suppose your task has the following questions

- Is this a truck or car?
- What color is the vehicle?

If you respond to the first question by saying, "Truck, Blue," the Talkman terminal does not speak the second question since it heard the answer to it, but instead speaks the next question in your task. If the echo feature is enabled, the Talkman terminal repeats the answers it heard. Since each task is different, refer to your system administrator for information on whether echo is used at your site.

New operators sometimes try to rush words together, like when trying to talk ahead or speaking a group of digits, such as a part number. Until you are comfortable with the talk-ahead feature, it is easier if you pause slightly between each word. For example, if the Talkman terminal asks you :

"What is the serial number?"
say:
"one" pause "nine" pause "one"

Once you are more comfortable using the Talkman terminal, you can speak groups of words without pausing between them.

Note: This is a feature that may not be active at your site. Please ask your system administrator whether you can talk ahead.

Talkman Control Features

The Talkman terminal provides features, either through voice commands or keypad buttons that allow you to control the dialog. This includes getting help for a question, erasing data, controlling how loud the Talkman terminal speaks, changing the active operator, and retraining words the Talkman terminal is having trouble understanding. It also includes a feature that allows the Talkman terminal to better adjust to the noise in the area where you are working.

Table 4-1 summarizes the Talkman terminal controls, and how to perform functions using either Talkman buttons or voice controls. Some functions can only be done with Talkman buttons, others can only be done using voice controls, and some can be initiated by both.

Talkman Button Controls

You can use Talkman buttons to control Talkman operations. This includes:

- turning the Talkman terminal on
- pausing the Talkman terminal
- turning the Talkman terminal off
- changing the Talkman terminal's volume
- changing the operator
- allowing the Talkman terminal to adjust to the background noise
- updating voice training for certain words

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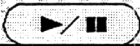






Function	Button Method	Voice Method	LED Status
Turn Talkman On	Yellow Play/Pause 	na	Solid green
Pause Talkman (Press once)	Yellow Play/Pause 	Talkman, Sleep	Blinking green
Turn Talkman Off (Press and hold for 5 seconds)	Yellow Play/Pause 	na	Solid red to off
Change Volume of Talkman's Voice	Gray Plus/Minus buttons 	Talkman, Volume - Louder - Softer - Continue	Solid green
Get Help: Question/Instruction Valid Responses	na	Talkman, Repeat Talkman, Help	Solid green
Change Operator	Gray Operator 	na	Blinking red during change.
Background Noise Adjustment	Red Background Noise 	na	Solid green
Retrain a Word	Blue Update Train 	na	Solid green
End voice control feature/ resume operation	na	Talkman, Continue	Solid green
Erase data: (This erases all words up to the last prompt or one word in a series of words)	na	Talkman, Backup Talkman, Erase	Solid green

Table 4-1, Summary of Talkman Controls - Voice Commands or Buttons

Voice Controls

You can control the Talkman terminal with voice controls. By saying the word, "Talkman*" and then saying a control word, you can tell the Talkman terminal to backup, repeat information, talk louder or softer, or provide help messages. Some of these functions can also be performed by pressing a Talkman button. These voice controls have been reviewed in Table 4-1.

Table 4-2 shows the voice controls you can use and what function each does. Each voice control is started by saying "Talkman*", then the voice control.

Function	Voice Control
Remove all responses to last question and repeat the question.	Talkman, Backup*
Repeats current question.	Talkman, Continue*
Erase last word.	Talkman, Erase*
Say task specific help message.	Talkman, Help*
Say previous question and response, and current question.	Talkman, Repeat*
Turn off or pause Talkman.	Talkman, Sleep*
Change volume of Talkman.	Talkman, Volume (Louder, Softer, Continue)*

Table 4-2, Talkman Voice Controls

*Check with your system administrator to see if your site has changed any voice control words from the defaults. If the Talkman terminal doesn't listen when you are using voice control words, this may be the problem.

Note

The Talkman terminal repeats the word "Talkman*" after you say it to let you know that it expects the next word to be a voice control word.

Erasing Data

You use the voice controls, "Talkman, Backup" and "Talkman, Erase" to erase voice data you've just entered. You would normally use these commands when the Talkman terminal misunderstands your response. "Talkman, Backup" erases all responses to the current question. "Talkman, Erase" erases the last word spoken if a series of digits or words are part of the response. If the response is a single word, the two commands work the same.

Talkman, Backup*

Saying "Talkman, Backup" tells the Talkman terminal to erase the last word or group of words you said in response to a question and then repeat the question. For example, if you respond to a question for a five-digit serial number by saying:

"one, two, three, Talkman, Backup"

the Talkman terminal forgets that you said "one, two, three", and repeats the serial number question. This voice control is just like using an eraser.

Saying "Talkman, Backup" repeatedly erases information through the task, eliminating answers to previous questions until the information you are attempting to erase is no longer available.

Talkman, Erase*

This tells the Talkman terminal to erase the last word you said as part of a response to a question. For example, if you respond to a question for a five-digit serial number by saying

"one, two, three, Talkman, erase"

the "three" is erased. the Talkman terminal "beeps" to let you know it erased a word. If you say, "Talkman, Erase" again it will beep and erase the "two." If you say it one more time, the Talkman terminal erases the "one", and instead of beeping repeats the question to let you know you have erased the first response to a prompt.

Whereas saying "Talkman, Backup" eliminates all words said in response to a prompt, saying "Talkman, Erase" eliminates only a single word. Saying "Talkman, Erase" repeatedly erases information through the task, eliminating answers to previous questions until the information you are attempting to erase is no longer available.

Asking Talkman for Help

To ask the Talkman terminal to repeat the question or instruction, say "Talkman, Repeat." To request help from the Talkman terminal for how to respond to the question or instruction, use "Talkman, Help."

Talkman, Help*

In response to this voice control, the Talkman terminal gives you a help message. For example, if at the question "What is the part number?" you say, "Talkman, Help," the Talkman terminal might say "The part number is a three digit number, followed by a letter." Help messages are developed by your organization. If no help message exists for the question, Talkman just repeats the question when you issue this voice command.

Talkman, Repeat*

This voice control makes the Talkman terminal repeat the previous question, the previous answer, and the current question.

If the current question has a multi-word response, like a part number, and you have already said one or more of the words, only the current question and response are repeated.

Note: There is a difference between Continue and Repeat:

- **Continue** tells the Talkman terminal to speak only the current prompt,
- **Repeat** tells the Talkman terminal to say the previous prompt and answer also.

For example, if the Talkman terminal said, "Say the part number," you said, "one, two, three," the Talkman terminal then said, "Say the slot number."

If you responded by saying, "Talkman, Repeat," the Talkman terminal would say, "Say the part number. One. Two. Three. Say the slot number."

Ending Control Sequence

Talkman, Continue

Saying "Talkman, Continue" ends any control word sequence - initiated by a voice control - and returns the Talkman terminal to data collection. If you have said one or more words in response to the current question, the words spoken are also repeated. For example, if you respond to a question for a five-digit serial number by saying "one two, Talkman, Continue," Talkman says "What is the Serial Number, one, two."

Retraining a Word

The blue update training button lets you retrain a word the Talkman terminal is having difficulty understanding.

To train a word, you must be at a prompt where that word is one of the valid words you can say to answer the prompt. For example to retrain the digit, "2" you must be at a prompt where the word, "2" is a valid response. Then press the blue update train button.

The Talkman terminal then says:

Update Training. Press the arrows until you hear the word you want to train, then press the Blue Button.

Press the gray arrow buttons. Each time you press an arrow button, the Talkman terminal speaks a word that is valid for the current prompt. The words for the current prompt are listed alphabetically. The arrow

buttons let you move up and down through the list until you find the word you want to retrain.

When the Talkman terminal speaks the word you wish to retrain, press the blue update-training button again. You may be asked to repeat the words, “0,” “1,” “2,” and “3” if you have not done a background noise sample recently. Then you are asked to say the selected word a few times just like during enrollment training.

Note:


To retrain one of the voice control words, you must first say “Talkman*” and then select the blue button. Then as you press the gray plus/minus buttons, the Talkman terminal will repeat the voice control words. Select the word by pressing the blue button. The word, “Talkman” is available to be retrained at every prompt.

When the Talkman terminal is finished with the update training process, it beeps for a few moments, then says the prompt where you left off and you can continue data collection.


Note:

Press the yellow play/pause button twice to cancel update training at any time.

If the Talkman terminal is Having Trouble Hearing You

The red background noise sample button  allows the Talkman terminal to adjust to the volume of background noise you are working in. Use this button if Talkman is having trouble hearing you. If Talkman is only having trouble with a word or two and doing a

background noise sample does not improve the recognition, you may wish to retrain the word or words you are having trouble with (see the "Retraining a Word" section in this chapter).


When you press the red background noise sample button,  the Talkman terminal says:

Please keep quiet for a few seconds


Then the Talkman terminal asks you to say the words, "0," "1," "2," and "3."

Once you have repeated these words, the Talkman terminal adjusts the settings for background noise, and says the prompt where you left off. You can then resume data collection.

Adjusting How Loud the Talkman Terminal Speaks

You can control how loud the Talkman terminal speaks by using either the Gray Plus/Minus button  or by using the voice control, "Talkman, Volume."

Gray Plus/Minus Buttons

Each time you press a gray plus/minus button , the Talkman terminal says "louder" or "softer" in a louder or softer voice. You can resume data collection by simply answering the prompt you are at.

Talkman, Volume*


Say "Talkman, Volume", followed by:

louder*	increases volume
softer*	decreases volume
continue*	ends volume adjustment



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background noise sample does not improve the recognition, you may wish to retrain the word or words you are having trouble with (see the "Retraining a Word" section in this chapter).


When you press the red background noise sample button,  the Talkman terminal says:

Please keep quiet for a few seconds


Then the Talkman terminal asks you to say the words, "0," "1," "2," and "3."

Once you have repeated these words, the Talkman terminal adjusts the settings for background noise, and says the prompt where you left off. You can then resume data collection.

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You can control how loud the Talkman terminal speaks by using either the Gray Plus/Minus button  or by using the voice control, "Talkman, Volume."

Gray Plus/Minus Buttons

Each time you press a gray plus/minus button , the Talkman terminal says "louder" or "softer" in a louder or softer voice. You can resume data collection by simply answering the prompt you are at.

Talkman, Volume*

Say "Talkman, Volume", followed by:

louder*	increases volume
softer*	decreases volume
continue*	ends volume adjustment

Each time you say, “louder” or “softer,” the Talkman terminal repeats your voice command at a slightly louder or softer volume.

When you are comfortable with the volume, say “continue”. the Talkman terminal then repeats the current question or instruction at the new volume setting.

For example, you can say “Talkman, Volume, Louder, Louder, Softer, Continue.” In this case, the volume is set one level higher.

Changing an Active Operator

Different operators can use the same Talkman terminal at different times. Only one operator is active at a time, meaning only one person can talk to the Talkman terminal at a time. Changing the active operator can be done while you are in radio range. To change the active operator, the Talkman terminal’s LED must be solid green (meaning the Talkman terminal is on).



Do the following to change the active operator:

- 1 Press the gray operator button on the Talkman terminal 

The Talkman terminal says

Please wait

While it retrieves a list of all operators that have been assigned to it. It may take a few moments for this to occur.

2. Press the gray plus/minus buttons  to scroll through the list of available operator names.
3. Press the gray operator button  again once you hear your name. It will take a few moments for the new active operator to loaded. The Talkman terminal says:

Loading operator


This tells you that it is going to load your voice patterns.
Then the Talkman terminal says:




Initializing terminal for operator. Please wait.

And you are ready to collect data with your Talkman terminal.




If your name is not in the list, one of the options the Talkman terminal says is:

Select Operator from Global Team.

At this point, press the gray operator button . The Talkman terminal will retrieve the list of global operator teams.

2. Use the gray plus/minus buttons   to scroll through the list of operator teams until you hear the team you belong to, then press the gray operator button  again.

Talkman will then load this new list of operators.

Scroll through the operator names again by pressing the gray plus/minus buttons  . Again select the gray operator button  when you hear your operator name spoken.

Note:

Changing the active operator can only be done while the Talkman terminal is in radio range. If you have trouble changing the active operator, move to a spot that is in radio

range or connect the Talkman terminal to the PC and try again.


Changing a Task

Oftentimes, a single Talkman terminal can be used with a number of different tasks. Only one task is active at a single time, so you will need to change tasks to run a different task than is currently loaded. Of course, your site has to have more than one task for you to be able to change tasks.

To change a task:

- 1 The Talkman terminal's LED must be blinking green (meaning Talkman is paused). If it is on (LED is solid green), pause it by pressing the yellow play/pause button.




2. Press the gray operator button 


The Talkman terminal will say:

Please wait.

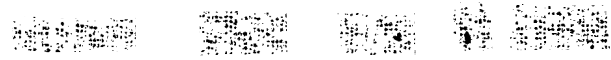
The Talkman terminal then retrieves the list of available tasks. It may take a few moments for this occur. Then the Talkman terminal says,

Current task is <task name>. Select new task.

Press the gray plus/minus buttons  until the Talkman terminal speaks the correct task name.

4. Press the gray operator button  again. It will take a few moments for the new task to be loaded. During this time, the Talkman terminal says:

Preparing for task load. Loading task.



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Note:

If your site is set up with more than one task, changing the task can only be done while the Talkman terminal is in radio range. If you have trouble changing the task, move to a spot that is in radio range.

